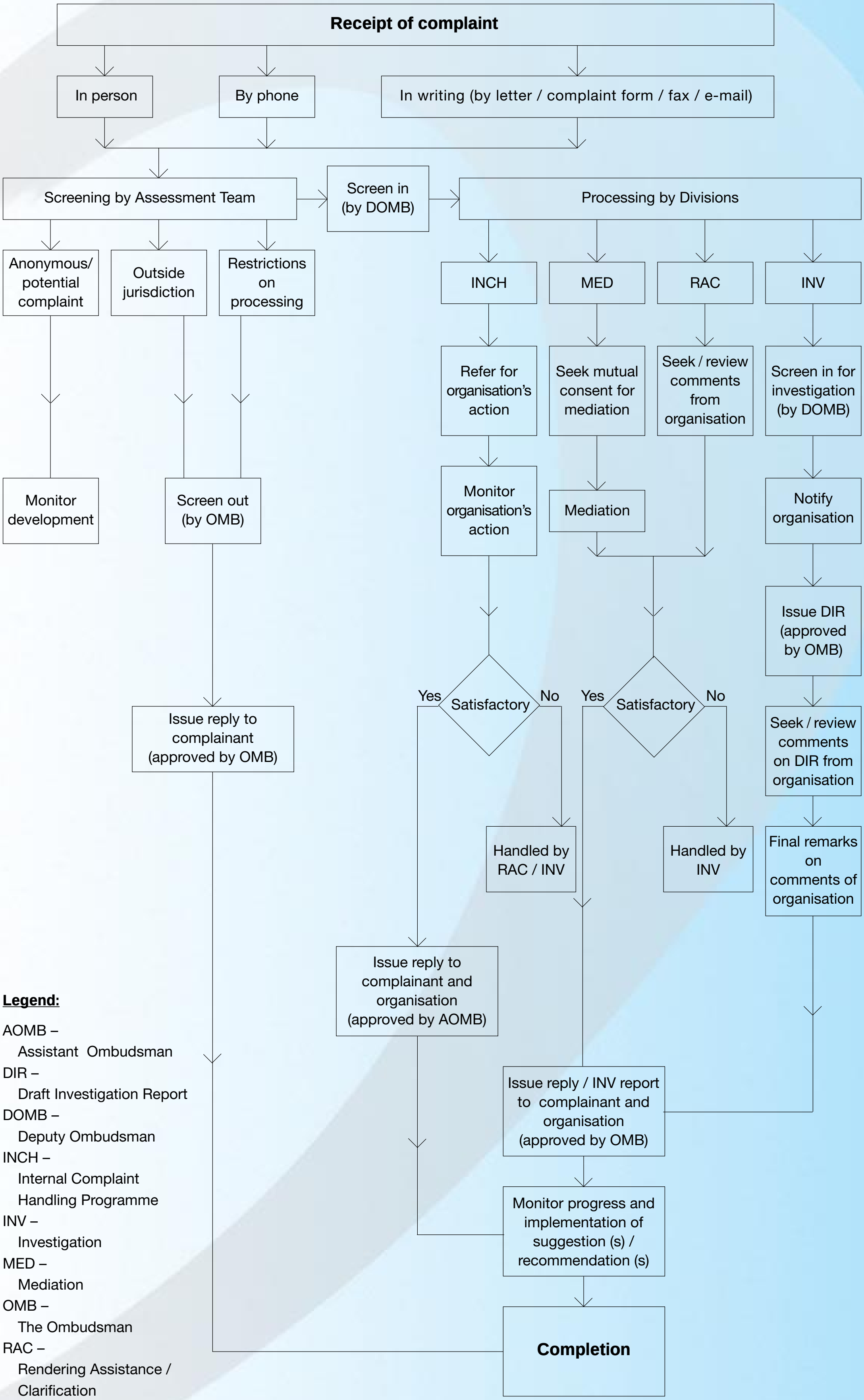
# Annex 3

## Flow Chart on Handling of  a Complaint




**Legend:**

AOMB –
Assistant Ombudsman
DIR –
Draft Investigation Report
DOMB –
Deputy Ombudsman
INCH –
Internal Complaint Handling Programme
INV –
Investigation
MED –
Mediation
OMB –
The Ombudsman
RAC –
Rendering Assistance / Clarification